SUPERVISORY PROGRAM MANAGER

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

Overview

Open & closing dates

② 02/14/2017 to 02/28/2017

Pay scale & grade

GS 15

Appointment type

Permanent

Salary

\$131,767 to \$161,900 per year

Work schedule

Full-Time - Full Time

Locations

2 vacancies in the following locations:

Washington DC, DC

1 vacancy

Lorton, VA

1 vacancy

Relocation expenses reimbursed

No

This job is open to



Federal employees

Current or former competitive service employees, including:

- Merit promotion
- Career Transition (CTAP, ICTAP, RPL)
- Transfer

Announcement number

MHCMP-1907281-JN

Control number

463870900

Duties

Summary

This position will manage a major programmatic area; and/or critical program segment for which both the scope and effect of the work have agency-wide or government-wide impact. Apply for this exciting opportunity to direct programs that involve and support the mission of the agency's congressional interest; or have pervasive impact on the general public. This position starts at a salary of \$131,767.00 (GS-15 step 01).

Who May Apply: Current Department of Homeland Security employees with competitive status; Current (and former) Department of Homeland Security employees who meet the established criteria in an Office of Personnel Management Interchange Agreement.

 For definitions of terms found in this announcement, please see http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm
 (http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm)

Organizational Location: This position is located within U.S. Customs and Border Protection, Office of Information and Technology in Washington DC, and Lorton, VA.

One or more selections may be made using this job opportunity announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

Responsibilities

In this Supervisory Program Manager position you will become a key team member of Homeland Security professionals. Typical work assignments include:

- Providing leadership and directing various components of the program and overseeing the production of a wide variety of communications programs and services
- Developing and establishing managerial and administrative objectives, developing long range plans and identifying required resources in order to promote an efficient, economical and progressive organization
- Directing business process improvement efforts throughout the division, including process development, workload and workflow analysis, quality review and evaluating performance against standards
- Developing policies, directives, standard operating procedures and processes

Travel Required

Occasional travel - Travel will be less than 40%.

Supervisory status

Promotion Potential

Yes 15

Who May Apply

This job is open to...

Current Department of Homeland Security employees with competitive status, current (and former) Department of Homeland Security employees under an Office of Personnel Management Interchange Agreement.

Questions? This job is open to 1 group.

Job family (Series)

<u>0340 Program Management</u> (https://www.usajobs.gov//Search/?j=0340)

Requirements

Conditions Of Employment

- You must be a U.S. Citizen to apply for this position
- · You may be required to pass a background investigation
- Primary U.S. residency for the last three years (see "Other Information")
- You may be required to pass initial and random drug testing

Supervisory Probationary Period: You may be required to serve an 18 month probationary period upon appointment and complete a supervisory training course within 12 months of assignment.

Supervisory Training: All newly appointed, permanent GS-15's are required to complete mandatory training. The training will be scheduled by the Office of Training and Development within the first 90 days of appointment. The duration of the training will include 5 weeks of in residence training in Harpers Ferry, WV.

Note: This training may be waived if previously completed. This position is not covered under the bargaining unit.

Qualifications

GS-15: You qualify at the GS-15 level if you possess one (1) year of specialized experience that equipped you with the skills needed to perform the job duties. Examples include directing the development of nationwide policy and program initiatives and managing or directing major components of programs, such as workforce management, finance, logistics, facility operation, tactical infrastructure, training, or recruitment, and/or other related areas.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by Tuesday, February 28, 2017

Education

Additional information

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for at least three (3) of the last five (5) years, prior to applying to this announcement:

1. Physically resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);

- 2. Worked for the United States government as an employee overseas in a federal or military capacity; or
- 3. Been a dependent of a United States federal or military employee serving overseas as an authorized accompany to the federal civilian or military member to the foreign location.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, overseas church missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

Background Investigation: Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information, please see: https://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation)

Probationary Period: All employees new to the Federal Government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about E-Verify here, http://www.uscis.gov/e-verify (http://www.uscis.gov/e-verify

, including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. To learn more, click on the link https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf

Follow U.S. Customs and Border Protection on Twitter <u>@CustomsBorder</u> (https://twitter.com/#!/customsborder)

How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see View Occupational Questionnaire View Occupational Questionnaire Whitps://ApplicationManager.gov/Questionnaire.aspx?ID=5979650&PreviewType=Questionnaire

Knowledge, Skills, Abilities and Other Characteristics (KSAOs): Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) in order to successfully perform the duties of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs for this position are:

- In depth knowledge of modern management techniques, methods, principles, and labor relations concepts
- Knowledge of financial management principles needed to secure appropriate funds, prepare, justify and/or manage program budgets
- Ability to identify strategies and implement programs which contribute to organizational development and improvement
- · Ability to effectively communicate, both orally and in writing

Background checks and security clearance

Security clearance

Public Trust - Background Investigation (https://www.usajobs.gov//Help/faq/job-announcement/security-clearances/)

Required Documents

- Your resume: A resume describing your job-related qualifications is required and will be used for the purpose of
 reviewing your qualifications and determining what training, if any, would be required when placed. Your resume
 must be in English and must include your job titles and a detailed description of your duties and the dates you
 performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also
 contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS
 will not automatically carry over to this announcement.
- Your responses to the job questionnaire <u>View Occupational Questionnaire</u> (https://ApplicationManager.gov/Questionnaire.aspx?ID=5979650&PreviewType=Questionnaire)
- Are you a current or former federal employee? With the exception of current CBP employees, ALL CURRENT AND
 FORMER FEDERAL EMPLOYEES MUST SUBMIT A MOST RECENT COPY OF THEIR SF-50B (Notification of Personnel
 Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. Applicants
 should also submit an SF-50B reflecting the highest grade held on a permanent basis or the full performance level
 of your current position, whichever is higher.
- Are you claiming special priority selection rights under the Agency Career Transition Assistance Program
 (CTAP)? You must submit a separation notice; your most recent SF-50B (noting your current position, grade level
 and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an
 agency certification that you cannot be placed after injury compensation has been terminated; an OPM
 notification that your disability annuity has been terminated;
 or a notification from the applicable Military Department or National Guard Bureau, that you are retired under 5
 U.S.C. 8337(h) or 8456.
- Veterans preference points are not applicable to Merit Promotion announcements.
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration
 will be given to performance appraisals and incentive awards as an indication of quality prior experience, no
 points will be assigned.

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate. Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.

If you are relying on your education to meet qualification requirements:

You **MUST** submit a copy of your transcript if you want to substitute your education for experience. If you claim qualifications based on education, and do not submit a transcript, your education will not be used in making a qualification determination and you may be found "**not qualified**".

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from schools Department of Education. (http://www.ed.gov/admins/finaid/accred/)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- Benefits for federal employees
 (https://www.usa.gov/benefits-for-federal-employees#item-36407)
- Healthcare insurance (https://www.opm.gov/healthcare-insurance/)
- Pay and leave (https://www.usajobs.gov/Help/working-in-government/pay-and-leave/)

DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers (http://www.dhs.gov/careers) and select "Benefits".

To compare cost of living data, calculate mortgage scenarios, or gather information on communities and school districts, please visit the website: http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx (http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx)

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How to Apply

To begin your online application, click "Apply Online" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to **(478) 757-3144** (#)

. You must print a copy of and document your responses to the assessment questionnaire <u>View Occupational</u> Ouestionnaire

(https://ApplicationManager.gov/Questionnaire.aspx?ID=5979650&PreviewType=Questionnaire) using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf (http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf)

, and the official fax cover sheet: http://staffing.opm.gov/pdf/usascover.pdf http://staffing.opm.gov/pdf/usascover.pdf http://staffing.opm.gov/pdf/usascover.pdf

. Please include job opportunity announcement ID 1907281 and provide your SSN, name, and address using the exact name you used when you filled out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents.

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on Tuesday, February 28, 2017.

Agency contact information

CBP MHC Hiring

Phone

(952)857-2932 (tel://(952)857-2932)

Fax

(478)757-3144

Email

CBPHIRING-APPLICANTINOUIRY@CBP.DHS.GOV (mailto:CBPHIRING-APPLICANTINQUIRY@CBP.DHS.GOV)

<u>Learn more about this agency</u> (#agency-modal-trigger)

Address

CBP Minneapolis Hiring Center 5600 American Blvd Suite 700 Bloomington, MN USA

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. At U.S. Customs and Border Protection, we:

- Screen passengers, vehicles, and shipments entering our country
- · Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see http://www.cbp.gov/)

Next steps

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts at: https://my.usajobs.gov/Account/NotificationSettings.aspx. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- Equal Employment Opportunity (EEO) office at OPM (https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/)
- Office of Equal Opportunity
 (http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- <u>Disability Employment Reasonable Accommodations</u>
 (https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
- How to contact an agency (https://www.usajobs.gov//Help/how-to/application/agency/contact/)

Legal and regulatory guidance

Financial suitability

(https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/financial-suitability/)

Privacy Act

(https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/privacy-act/)

Selective Service

(https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/selective-service/)

Social security number request

(https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/social-security-number/)

Signature & False statements

(https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/signature-false-statements/)

New employee probationary period

(https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/probationary-period/)